



CITY OF HOUSTON

Job Posting

Applications accepted from:	ALL PERSONS INTERESTED
Job Classification	CUSTOMER SERVICE CLERK
Posting Number	PN# 104565
Department	HUMAN RESOURCES
Division	SELECTION SERVICES
Section	N/A
Reporting Location	611 Walker
Workdays & Hours	M – F, 8:00am – 5:00pm

*Subject to change

DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS

Provides clerical/administrative support to ensure quality customer service assistance. Greets, registers, assists, and directs customers/visitors. Responds to routine customer requests or inquiries received by mail, telephone, e-mail, and personal contact. Performs basic research and gathers necessary information to respond to inquiries via mail, telephone, e-mail and personal contact. Communicates findings to customers. Refers non-routine problems to supervisor. Performs data entry activities to update customer records within authorized limits. Maintains file system. Utilizes a computer terminal and/or tracking system. Provides information about City services, policies, and procedures. Performs other duties as assigned.

WORKING CONDITIONS

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions. The position occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds or an equivalent weight) may be required.

MINIMUM EDUCATIONAL REQUIREMENTS

Requires a high school diploma or a GED.

MINIMUM EXPERIENCE REQUIREMENTS

Six months of clerical/customer service experience are required.

MINIMUM LICENSE REQUIREMENTS

None.

PREFERENCES

Prefer applicants with excellent customer service skills, experience with Microsoft office, and bilingual (English/Spanish) ability.

SELECTION/SKILLS TESTS REQUIRED

None

SAFETY IMPACT POSITION

☐ Yes ☒ No

If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

SALARY INFORMATION

Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The minimum to midpoint of this salary range is:

Salary Range - Pay Grade 10
\$723- \$962 Biweekly \$18,798-\$25,012 Annually

OPENING DATE

May 11, 2005

CLOSING DATE

May 17, 2005

APPLICATION PROCEDURES

Original applications only are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker, Garden Level. TDD Phone Number 713-837-9496. Successful candidates will be notified of their application status. **All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.**

An Equal Opportunity Employer